



**DEFENSE LOGISTICS AGENCY  
DEFENSE SUPPLY CENTER PHILADELPHIA  
700 ROBBINS AVENUE  
PHILADELPHIA, PENNSYLVANIA 19111-5092**

IN REPLY  
REFER TO DSCP-C

December 17, 2004

To Our Valued Clothing and Textile Customers:

Beginning on Jan. 1, 2005 the Defense Supply Center Philadelphia will participate in the next phase of the Business Systems Modernization rollout with the migration of all flags and insignia procurement into the BSM program. Over the past two years of BSM Concept Demonstration, you have interacted with Customer Account Specialists in the Customer Operations Directorate. With this rollout, system transactional capabilities including order status, order expediting, and backorder release for shipment will transition to the supply chain DCO (i.e., DSCP's Clothing and Textile Directorate).

Customer Account Specialists located in the Customer Relationship Management (CRM) Cells within the Clothing and Textile Directorate of Customer Operations, will handle your transactional requirements. A list of new points of contact is attached at the bottom of this letter for your use. You are encouraged to contact the below listed Customer Account Specialists upon receipt of this notice to insure a smooth transition.

We understand how critical the success of this program is to your mission and we are committed to providing you full support throughout the challenging transition period. As with the implementation of any new system, there are always unforeseen circumstances. If you believe, for any reason, that our service to you is being adversely impacted please contact your Customer Account Specialist.

Additional information on the BSM Program can be obtained from the BSM Customer Resource Information Center website at <http://www.dla.mil/j-4/cric>. Our DLA Contact Center at 1-877-DLA-CALL/email [ddccallcenter@dlamail](mailto:ddccallcenter@dlamail) also continues to be available if you wish to check the status of a requisition or shipment.

Please disseminate this information and the attached Point of Contact list to the lowest affected levels of your organization. If you have any questions about the information contained in this letter, please contact the undersigned.

As always, we appreciate the opportunity to serve you and the people you support. Our dedication to your success will remain our number one priority through the challenging and rewarding times ahead.

Thank you for your continued commitment.

Sincerely,

Paul C. Diamonti  
Colonel, USA  
Director, Clothing and Textiles

Attachment

C&T Customer Operations Directorate  
Profile for Lookup

| <u>CRM Cell/ST/IPT Name</u>             | <u>Email Alias @dla.mil</u>    | <u>Phone POC</u> | <u>Phone#</u> |
|---|--------------------------------|------------------|---------------|
| Army Recruit Cell - DSCP                | CTArmyRecruit@dla.mil          | Gerald Julucci   | 215-737-9078  |
| Navy Recruit Cell - DSCP                | CTNavyRecruit@dla.mil          | Valerie Mitchell | 215-737-5123  |
| USMC Recruit Cell - DSCP                | CTUSMCRecruit@dla.mil          | Diane Douse      | 215-737-2491  |
| AF Recruit Cell - DSCP                  | CTAFRecruit@dla.mil            | Gerald Julucci   | 215-737-9078  |
| USCG Recruit Cell - DSCP                | CTUSCGRecruit@dla.mil          | Diane Douse      | 215-737-2491  |
| Clothing Sales Stores Cell - DSCP       | CTClothingSalesStores@dla.mil  | Gerald Julucci   | 215-737-9078  |
| National Guard & Reserve<br>Cell - DSCP | CTNGandReserve@dla.mil         | Diane Douse      | 215-737-2491  |
| Army CIF Cell - DSCP                    | CTArmyCIF@dla.mil              | George Schaffner | 215-737-7084  |
| USMC, Navy, USCG OCIE<br>Cell - DSCP    | CTUSMCNavyUSCGOCIE@dla.mil     | Robert Weckesser | 215-737-7407  |
| AF IEE Cell - DSCP                      | CTAFIEE@dla.mil                | Rose Crognale    | 215-737-0567  |
| Other C&T Customers Cell - DSCP         | CTOtherCustomers@dla.mil       | Victoria Martin  | 215-737-5119  |
| Individual Equipment IPT - DSCP         | Individualequipmentipt@dla.mil |                  |               |